INFORMATION SERVICES ANALYST I/II

DEFINITION

Under general supervision, performs a variety of technical duties in support of the City's management information system; provides technical support to users; troubleshoots hardware and software problems associated with the City's computers and related equipment; installs hardware equipment and software applications; assists the Senior Information Services Analyst in maintaining the City's computer network infrastructure; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. No supervision of staff is exercised.

CLASS CHARACTERISTICS

Information Services Analyst I: This is the foundation class in the professional Information Services Analyst series. Initially, under direct supervision, incumbents exercise limited discretion and independent judgment in assisting in the design, planning, implementation, and maintenance of the City's computer network infrastructure, including hardware, operating systems, and desktop/network applications. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. This class is alternately staffed with Information Services Analyst II and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Information Services Analyst II: This is the career-level class in the professional Information Services Analyst series. Incumbents exercise a high level of discretion and independent judgment in performing the full range of routine and complex departmental assignments. Successful performance of the work requires thorough knowledge of desktop/network applications and the City's computer network infrastructure. This class is distinguished from the Geographic Information Systems Coordinator by the higher level of responsibilities and broader scope of required knowledge of all hardware and software utilized by the City. This class is further distinguished from the Senior Information Services Analyst in that the latter is the advanced career-level class, has higher-level technical responsibilities, and requires a college degree.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)
Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

➢ Moves and sets up workstations; supplies workstations with computer terminal, connection, and telephone; installs, maintains, and troubleshoots voice connections, cabling, instruments and switches; tests and certifies each installed connection.

➢ Evaluates and diagnoses computer hardware and software problems associated with the City's computers and related equipment; performs diagnostic testing; repairs equipment.
➢ Installs and supports new hardware and new and/or upgraded versions of software applications.
➢ Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; establishes a maintenance schedule for computers and peripheral devices.
➢ Communicates and interfaces with end users; instructs end users concerning computer systems and software applications.
➢ Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
➢ Researches, evaluates, and purchases computer equipment and supplies.
➢ Performs systems backup.
➢ Orders and maintains inventory, tracks and receives a variety of telecommunications and computer systems equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
➢ Enforces information technology operational policies and procedures.
➢ Maintains and modifies databases, records, and websites.
➢ Assists the Senior Information Services Analyst in Systems Analysis functions, including providing consulting advice and technical expertise to City departments regarding software needs analysis, evaluation of proposed solutions, systems integration, and solutions implementations; identifies and recommends appropriate standards or specialized hardware or software to meet needs.
➢ Assists the Senior Information Services Analyst in Systems Administration functions, including managing multiple servers, workstations, and terminals; ensures proper integration of these components with existing system architecture.
➢ Assists the Senior Information Services Analyst in Database Administration functions, including designing, creating, managing, and maintaining physical databases including database storage management, procedures and tools for access, database security, and monitoring and tuning the database to ensure ongoing operation and access.
➢ Assists the Senior Information Services Analyst in Network Administration functions, including managing network architecture, including LAN, WAN, WLAN technologies including routers, switches, hubs, access points, firewall, and DMZ.
➢ Assists the Senior Information Services Analyst in Security Administration functions, including ensuring safety and security of information system assets and protecting systems from inappropriate access or destruction.
➢ Assists the Senior Information Services Analyst in Storage Administration functions, including designing system storage capacity to provide for efficient and timely response and operating time.
➢ Assists the Senior Information Services Analyst in Telecommunications Administration functions, including performing diagnostic testing and analysis in troubleshooting and repair or voice network.
➢ Attends and participates in staff meetings.
➢ Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Applications and functions of computer hardware, software, and peripheral devices.
➢ Operational characteristics, services, and activities of an Information Services program.
➢ Theory and design of Information Technology.
➢ Principles of database management and systems development.
➢ Netware, Windows, and Unix operating systems; LAN/WAN design and support, routers, and switches.
➢ Computer and peripheral equipment maintenance methods and procedures.

- ➢ Occupational hazards and standard safety practices necessary in the area of computer operations.
- ➢ Technical report writing practices and procedures.
- ➢ Principles and procedures of record keeping.
- ➢ Modern office practices, methods and computer equipment.
- ➢ Computer applications related to the work.
- ➢ English usage, grammar, spelling, vocabulary, and punctuation.
- ➢ Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- ➢ Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- ➢ Analyze and trouble-shoot any network, server and workstation hardware and software, use logic to solve the problem.
- ➢ Plan, organize, and prioritize tasks.
- ➢ Establish and maintain a computer maintenance schedule.
- ➢ Train employees in the application and use of computer hardware and software.
- ➢ Write system procedures.
- ➢ Diagnose system software problems.
- ➢ Learn to use new and existing software and hardware.
- ➢ Understand and carry out oral and written instructions.
- ➢ Use word processing, spreadsheet, and graphics programs.
- ➢ Understand and follow oral and written instructions.
- ➢ Operate modern office equipment including computer equipment and software programs.
- ➢ Organize own work, set priorities and meet critical time deadlines.
- ➢ Use English effectively to communicate in person, over the telephone and in writing.
- ➢ Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- ➢ Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of an Associate's degree in computer science, data processing, or a related field, and two (2) years of recent related experience in personal computer system installation and support.

License:

- ➢ Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and

closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays.